

## Repair Shops

This is a list of some woodwork/upholstery/electronic repair firms in the area. This office does not recommend any particular firm. Feel free to go to any establishment listed in the telephone yellow pages for an estimate. If you have questions, please ask a claims office representative for guidance on this issue.

The Claims Office does not guarantee the work of the repair shops listed. If your repair estimate is greater than \$1,000.00 for an individual item, you should check with your claims examiner to determine whether a second independent estimate should be obtained.

If the repairman tells you an item cannot be repaired or the repair exceeds its value, his estimate should include one of the following statements: 1) The item in question is beyond repair; 2) The item no longer exists in its original form; 3) The item is useless for its intended purpose; or 4) the repair cost exceeds the value of the item. If he is aware of the approximate replacement cost of the item in question, it would be helpful for him to list it.

Fees for written estimates that may be applied towards the total cost of the repair are DEDUCTIBLE (DED); fees that will not be applied towards the repair cost (fees paid in addition to and above the repair cost) are NON – DEDUCTIBLE (N/D).

*EXAMPLE (DEDUCTIBLE):* \$65.00 fee is charged for written repair estimate.

Technician indicates that total repair cost for a one-item claim is \$100.00. Service member initially pays for repair estimate only. When item is repaired, the estimate fee is applied towards the repair cost and service member pays the balance of \$35.00.

*EXAMPLE (NON-DEDUCTIBLE):* \$65.00 fee charged for written repair estimate.

Technician indicates that total repair cost for a one-item claim is \$100.00. Service member initially pays for repair estimate only. When item is repaired, the estimate fee is not applied towards the repair cost and service member pays \$100.00 for repair of the item.

Any furniture repair estimate should include one of the following statements:

- 1) “Repairs will be done on-site”; **OR**,
- 2) “Pick-up and delivery fee of \$(amount of fee)”. \*\*

\*\*There are expenses associated with any pick-up and delivery, e.g., gas, insurance, payment to employees to move furniture, etc. Therefore, lumping these costs in with the actual repair charges for work away from your residence is not acceptable.

A NOTE REGARDING ELECTRONICS/ELECTRIC ITEMS: Please ask the technician/repair person to complete the Electronic Repair Form and to specify damage when providing written estimates (e.g., circuit board “cracked,” control panel “broken,” or connecting wires “loose”). Words such as “damaged,” “inoperable,” “defective” or “does not work” are vague and do not adequately describe why a unit is not functioning. A full description of all external and internal damages sustained during an authorized shipment of household goods should be indicated on DD Form 1840/1840R. A military claims office must validate this form within 70 days after the date of delivery.

## **Woodwork**

## **FEE**

Bay Woodcrafts  
1738 Hickory  
Sand City, CA 93955

899-7795

\$ 65.00(N/D)

A Classic Finish  
1 John St  
Sand City, CA 93955

392-0368

\$ 65.00(N/D)

## **Upholstery**

## **FEE**

J. Ballard & Son  
301 Fountain Ave  
Pacific Grove, CA

375-5665

\$ 60.00(DED)

## **Electrical Items**

## **FEE**

(Stereos, TVs, Microwaves, VCRs, etc.)

Potter's TV & VCR Repair  
685 Broadway  
Seaside, CA

394-5949

\$ 30.00(DED)

Radio Shack  
1130 Fremont  
Seaside, CA

899-2100

\$ 10.00(DED)

## **Computers**

## **FEE**

PC People  
534 Abrego St  
Monterey, CA

649-5900

\$ 65.00(DED)

Computer Works  
1721 Fremont Blvd.  
Seaside, CA

899-3177

\$ 65.00(DED)